

Annex "B"

**Template for Inventory of Licenses, Permits, Certifications, Authorizations, Clearances tagged as a backlog**

<b>Name of Government Agency/Office</b>		MINDORO STATE UNIVERSITY			
<b>Name of Office/Department</b>		OFFICE OF THE REGISTRAR			
Name of Service (License, Clearance, Permit, Certification Authorization, and others)	Classification of Service (Simple, Complex, Highly Technical)	Processing time indicated in the Citizens Charter (i.e., days / hours / minutes)	Total number of received applications for the covered period	Total number of pending transactions for the covered period	Remarks
<b>EXTERNAL SERVICES</b>					
1.Issuance of Transcript of Records	Complex Transaction	6 working days, 16 minutes	MMC: 806 MCC: 5812 MBC: 1008 Total: 7626	MMC: 34 MCC: 402 MBC: 1 Total: 439	<p><b>Reasons for not claiming:</b></p> <p>*Clients forgot to claim their request.</p> <p>*Clients have no time to claim due to work.</p> <p>*Clients are currently working out of the province.</p> <p>*Clients are accepted by other</p>

					<b>institution even without presented credentials but will claim later.</b>
<b>2. ISSUANCE OF CERTIFICATIONS</b>					
*Certificate of Transfer Credential	Complex Transaction	6 working days, 12 minutes	MMC: 170 MCC: 103 MBC: 171 Total: 444	MMC: 13 MCC: 40 MBC: 1 Total: 54	Reasons for not claiming  *Clients are accepted by other institution even without presented credentials but will claim later.
*Certificate of Upper 25%	Complex Transaction	6 working days, 12 minutes	MCC: 69 MBC: 5 Total: 74	MCC: 4 Total: 4	Reasons for not claiming:  *Clients forgot to claim their request.  *Clients have no time to claim due to work.  *Clients are currently working out of the province.

<b>3. ISSUANCE OF 2ND COPY OF DIPLOMA</b>	Complex Transaction	6 working days, 12 minutes	MMC: 10 MCC: 29 MBC: 4 Total: 43	0	
<b>4. ISSUANCE OF CERTIFIED COPY OF DOCUMENTS</b>	Simple Transaction	10 mins/page, another 3 mins for each additional page	MMC: 124 MCC: 400 MBC: 51 Total: 575	0	
<b>INTERNAL SERVICES</b>					
*Certificate of Enrollment	Simple Transaction	11 minutes	MMC: 1071 MCC: 6698 MBC: 1973 Total: 9742	MMC: 52 Total: 52	a. Clients have no time to claim their request even the request had been processed due to busy schedules.
*Certificate of Grades	Simple Transaction	2 working days, 12 minutes	MMC: 701 MCC: 3839 MBC: 1928 Total: 6468	MMC: 61 MCC: 124 MBC: 14 Total: 199	Reasons for not claiming:  *Clients forgot to claim their request.  *Clients have no time to claim due to hectic class schedule.